



# PC Performance Dialogue

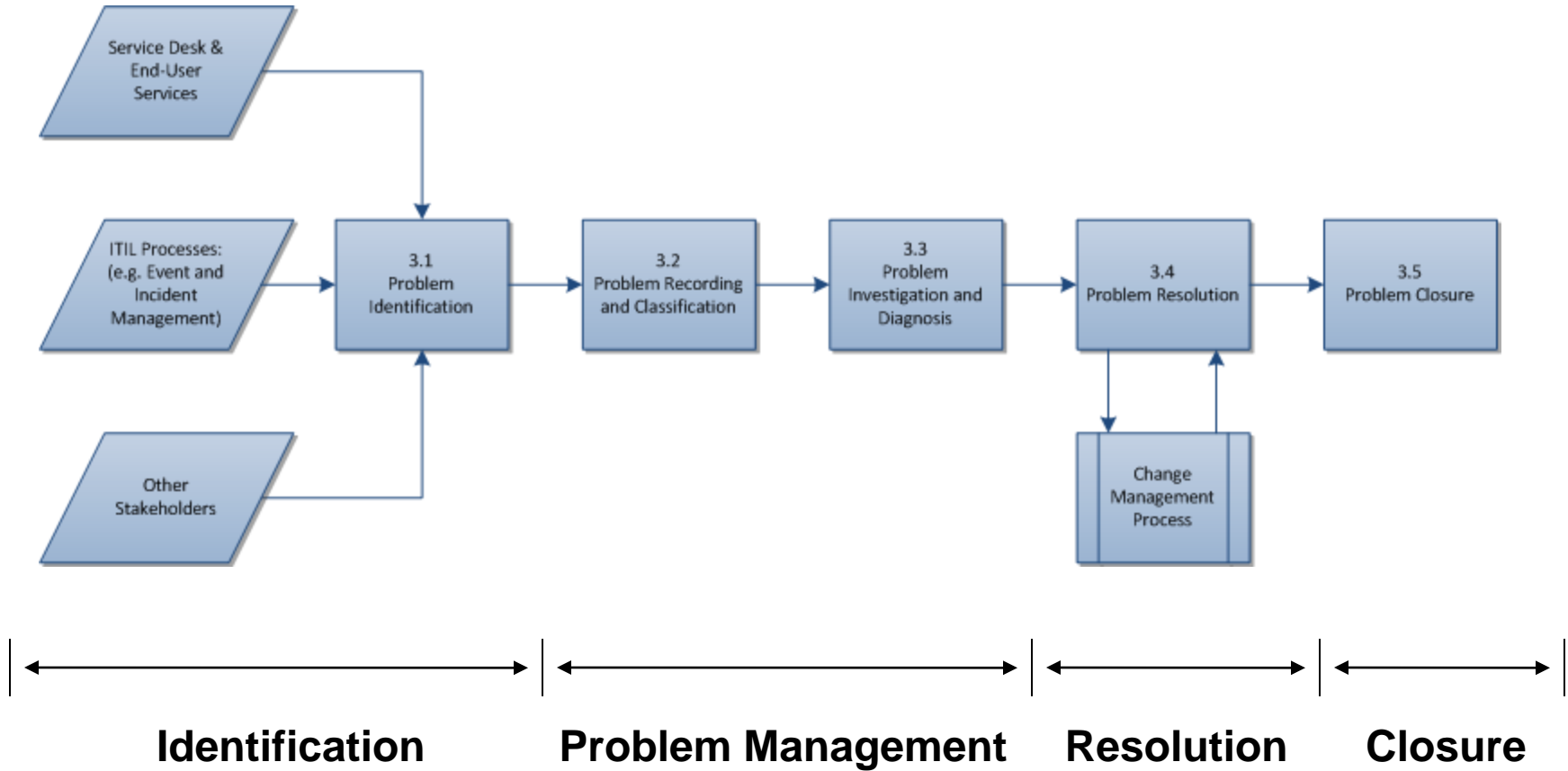
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***NORTHROP GRUMMAN***

# Problem Management Process



# Problem Management Process

- Initiated to identify and eliminate the unknown underlying cause of one or more incidents, especially those of a similar type
- When does this occur?
  - **Reactive** - When the root cause is unknown for major incidents
  - **Proactive** - When trends of repeat failures are identified in the infrastructure
- Detailed investigation to identify workarounds and permanently resolve problems
- After service is initially restored, resources still focused on permanent resolution to prevent reoccurrence, work outstanding issues to closure and ensure the cause for the failure, error or fault is identified and eliminated
- Open an incident ticket as issue(s) occur
- When multiple issues of same type seems to indicate a systematic problem (latency or performance issues with PC, network or server), share the incident ticket data with your agency operations manager (AOM) to get a problem ticket opened

# Questions